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PTO/SB/05 (4/98)  
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**UTILITY  
PATENT APPLICATION  
TRANSMITTAL**

(Only for new nonprovisional applications under 37 C.F.R. § 1.53(b))

Attorney Docket No.

99EC015/75339

First Inventor or Application Identifier

Hymel

Title

ACD MULTIMEDIA CUSTOMER CONTACT ROUTING WITH DELAY  
ANNOUNCEMENTS

Express Mail Label No.

EL131186152US

**APPLICATION ELEMENTS**

See MPEP chapter 600 concerning utility patent application contents

**ADDRESS TO:**

Assistant Commissioner for Patents  
Box Patent Application  
Washington, DC 20231

1. ☐ \*Fee Transmittal Form (e.g. PTO/SB/17)  
(Submit an original and a duplicate for fee processing)

5. ☐ Microfiche Computer Program (Appendices)

2. ☒ Specification  
(preferred arrangement set forth below) Total Pages **19**

6. Nucleotide and/or Amino Acid Sequence Submission  
(if applicable, all necessary)

- Descriptive title of the Invention
- Cross References to Related Applications
- Statement Regarding Fed sponsored R & D
- Reference to Microfiche Appendix
- Background of the Invention
- Brief Summary of the Invention
- Brief Description of the Drawings (if filed)
- Detailed Description
- Claim(s)
- Abstract of the Disclosure

a. ☐ Computer Readable Copy

b. ☐ Paper Copy (identical to computer copy)

c. ☐ Statement verifying identity of above copies

3. ☒ Drawing(s) (35 U.S.C. 113) Total Sheets **3**

7. ☐ Assignment Papers (cover sheet & document(s))

8. ☐ 37. C.F.R. § 3.73(b) Statement (when there is an assignee) ☐ Power of Attorney

4. Oath or Declaration

Total Pages **2**

9. ☐ English Translation Document (if applicable)

a. ☐ Newly executed (original or copy)

10. ☐ Information Disclosure Statement (IDS) PTO-1449 ☐ Copies of IDS Citations

b. ☐ Copy from a prior application (37 C.F.R. § 1.63(d))  
(for continuation/divisional with Box 16 completed)

11. ☐ Preliminary Amendment

i. ☐ **DELETION OF INVENTOR(S)**  
Signed statement attached deleting inventor(s) named in the prior application, see 37 C.F.R. §§ 1.63(d)(2) and 1.33(b).

12. ☒ Return Receipt Postcard (MPEP 503)  
(Should be specifically itemized)

Statement filed in  
Prior application,  
Status still proper  
and desired

NOTE FOR ITEMS 1 & 13: IN ORDER TO BE ENTITLED TO PAY SMALL ENTITY FEES, A SMALL ENTITY STATEMENT IS REQUIRED (37 C.F.R. § 1.27), EXCEPT IF ONE FILED IN A PRIOR APPLICATION IS RELIED UPON (37 C.F.R. § 1.28).

13. ☐ \*Small Entity Statement(s)  
(PTO/SB/09-12)0 ☐

14. ☐ Certified Copy of Priority Document(s)  
(if foreign priority is claimed)

15. ☐ Other: \_\_\_\_\_

16. If a **CONTINUING APPLICATION**, check appropriate box, and supply the requisite information below and in a preliminary amendment

☐ Continuation ☐ Divisional ☐ Continuation-In-Part (CIP) Of prior application No.:

Prior application information: Examiner not yet assigned Group/Art Unit:  
FOR CONTINUATION or DIVISIONAL APPS ONLY: The entire disclosure of the prior application, from which an oath or declarations supplied Under Box 4b, is considered a part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by Reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.

**17. CORRESPONDENCE ADDRESS**

☐ Customer Number or Bar Code Label (Insert Customer No. or attach bar code label here) or ☒ Correspondence address below

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34,137

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Date

February 16, 2000

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Office, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Box Patent Application, Washington, DC 20231.